



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending March 31, 2012

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.24	0.15	0.26	0.22
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.19	0.05	0.06	0.10
E. Percent of Service Installations [730.540(a)]	96.48%	99.76%	99.53%	98.63%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	86.95% *	96.16%	91.64% *	91.62% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.56	2.80	2.68	2.68
H. Percent Repeat Trouble Reports [730.545(c)]	10.06%	11.25%	13.61%	11.64%
I. Percent of Installation Trouble Reports [730.545(f)]	3.54%	5.10%	5.92%	4.84%
J. Missed Repair Appointments [730.545(h)]	56	58	75	63
K. Missed Installation Appointments [730.540(d)]	23	29	40	31

Comments



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